

# VA Ann Arbor Healthcare System

ANNUAL REPORT | 2012

Honoring  
America's  
Veterans



**VA**  
HEALTH  
CARE

Defining  
**EXCELLENCE**  
in the 21st Century

Fiscal Year 2012 was another successful year for the VA Ann Arbor Healthcare System (VAAHS) with innovative services and redesigned programs to better meet the needs of our Veterans. Our patient-centered care journey is moving forward and our patients have noticed the positive changes taking place at VAAHS. Ongoing improvements in therapeutic healing and implementation of the new Patient Aligned Care Teams (PACT) across all VAAHS sites are examples of those positive changes.



### The Joint Commission

VA Ann Arbor Healthcare System successfully achieved accreditation following The Joint Commission survey in July.

At the daily briefings, surveyors commented frequently on the compassion, commitment to Veterans' health, excellence, and caring they saw throughout our healthcare system. They appropriately described our facilities as clean, safe, and reflective of a "Veteran-centered healing environment." One of the most telling aspects of the survey was that every Veteran with whom The Joint Commission spoke—whether in an inpatient, outpatient, long-term care, or home-care setting—had nothing but positive comments about the care they receive from the VA Ann Arbor Healthcare System.

Thanks to the dedication and hard work of our outstanding staff, we successfully completed several major accreditation surveys this year, including The Joint Commission, the Office of the Inspector General/ Combined Assessment Program, National Health Physics Program, and the College of American Pathologists.

Our strong commitment to community was reinforced this year with endeavors such as the opening of our new Toledo Community Based Outpatient Clinic (CBOC), the National Veterans Conference in Detroit, the Veteran Justice Initiative Summit at the Thomas M. Cooley Law School, and our participation in the Washtenaw Health Initiative. We also expanded our community office on Packard Road in Ann Arbor, which allows community-based programs such as Healthcare for Homeless Veterans, Mental Health Intensive Care Management, Veteran Justice Outreach, and Compensated Work Therapy to be near the Veterans they serve and the community partners and resources our Veterans need.

### OUR MISSION

**Honor America's Veterans by providing exceptional healthcare that improves their health and well-being.**

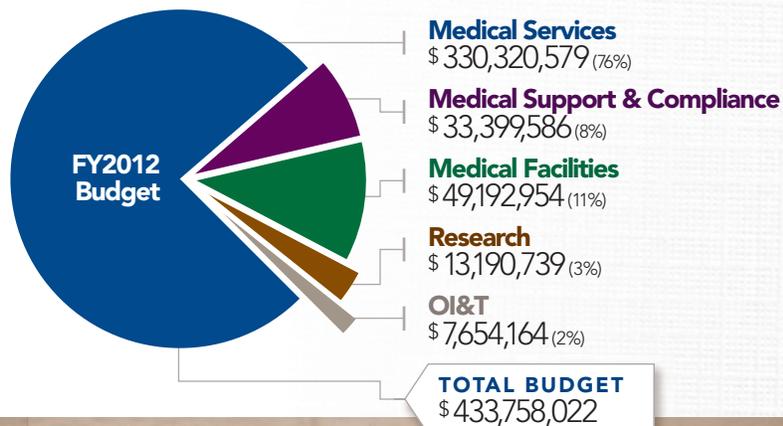
We at VAAHS are honored to serve America's Veterans and will continue to provide the high standards of healthcare they deserve. We are committed to continuous improvements in medical care, research, innovations, and customer service. Our success is measured by your satisfaction, and our commitment to excellence in healthcare in the 21st century.

**Robert P. McDivitt**, FACHE/VHA-CM  
Director



## By the Numbers

Below, from left to right: members of the VAAHS Executive Leadership Team: Chief of Staff, **Dr. Eric W. Young**; Associate Director, **Randall E. Ritter**; Associate Director for Patient Care Services, **Stacey B. Breedveld**; Director, **Robert P. McDivitt**; Assistant Director, **Dr. Ginny L. Creasman**; and Acting Assistant Director, **Christopher W. Cauley**.



**56,797** Veterans Served

**504,542** visits Outpatient

**5,604** admissions Hospital

**5.7** days/average Hospital Length of Stay

**341** admissions Community Living Center (CLC)

**40.2** days/average CLC Length of Stay

**4,918** Surgeries

**105** beds Hospital

**46** beds Community Living Center

**48** age/average Female Veterans

**63** age/average Male Veterans

**2,134** full time Employees

## National Veterans Conference

More than 8,000 Veterans attended the three-day **National Veterans Conference Hiring Fair and Open House** June 26-28 at the Detroit Cobo Center. VA partnered with the First Lady's Joining Forces initiative, the U.S. Chamber of Commerce's Hiring Our Heroes program, and more than 260 private sector companies, as well as governmental departments and agencies.

**More than 8,000 Veterans attended the three-day National Veterans Conference Hiring Fair and Open House**

There were more than 5,500 interviews conducted, with more than 1,300 Veterans receiving job offers. Some of those jobs were within the VA, including 17 at the VA Ann Arbor Healthcare System. Many Veterans were given medical and dental exams, with homeless Veterans literally coming in off the street, enrolling in VA healthcare, and receiving permanent housing through the HUD/VASH program. More than 200 VAAHS employees and volunteers helped throughout the week, including many who were there all day, every day. Overall, it was a once-in-a-lifetime experience, setting the benchmark very high for future conferences.



**A** Veterans registering to attend the 2012 National Veterans Conference at the Cobo Center in Detroit.

## New Toledo CBOC Opens

On September 19, 2012, we opened our new **VA Toledo Community Based Outpatient Clinic (CBOC)**. The new clinic is 100,000 square feet and features many new and expanded services, including occupational therapy, physical therapy, mental health, mental health compensation & pension examinations, dental, audiology, eye clinic, primary care, Click 2 Benefits, and My HealthVet.

The clinic also features the new **"Faces of Heroes" memorial exhibit**, a custom-made piece of art consisting of pictures of local Veterans displayed in a unique 1500 tile display. The Faces of Heroes memorial is an opportunity for Toledo-area Veterans to forever be a part of the new VA Toledo CBOC experience.

**The "Faces of Heroes" memorial exhibit displays pictures of local Veterans in a unique 1500 tile display**

The new CBOC features a community resources & activities center where Veterans can use computers, watch television, and play games while waiting for appointments. A large community conference room on the second floor provides a place for community members to hold meetings and special events. A coffee and snack shop are on site, as well as a dedicated corps of volunteers who serve refreshments daily.

The new Toledo clinic has been designed with growth and expansion in mind to serve the growing population of Veterans in Northwest Ohio.

**B** Left: A Veteran enjoying the "Faces of Heroes" memorial exhibit. Right: Congresswoman **Marcy Kaptur** cuts the ribbon at the VA Toledo CBOC.

## Hematology-Oncology Infusion Center

The newly-designed 4,200 square foot **Hematology-Oncology Infusion Center** at the VA Ann Arbor Medical Center opened November 14, 2012, providing a welcoming environment for Veterans receiving chemotherapy and other hematology-oncology treatments. The goal of the new \$763,000 Infusion Center is not only to provide high-caliber treatment for Veterans during a difficult time in their lives, but also to create a home-like atmosphere for Veterans and their loved ones.

**The newly-designed 4,200 square foot Hematology-Oncology Infusion Center opened on November 14, 2012**



Each station of this 16-chair treatment area is outfitted with **oversized chairs with heat and massage-settings** for comfort, individual lighting, a personal TV, clothing storage and privacy curtains, and plenty of space for family members to relax while the Veteran is receiving infusion therapy. Across the hall in the waiting area, family members can play Wii, surf the internet, talk with friends (new and old), and watch television.

**C** Congressman **Tim Walberg** cuts the ribbon for the new Hematology-Oncology Infusion Center at the VA Ann Arbor Medical Center.



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## OEF/OIF/OND Seamless Transition

VA Ann Arbor Healthcare System (VAAHS) utilizes a collaborative approach in ensuring that the newest combat Veterans are maximizing the opportunities available to them. This approach begins prior to Veteran status by ongoing collaboration and contact with the Department of Defense (DOD). The approach continues during the transition into VAAHS and involves working with interdisciplinary teams at the facility, the Veteran Benefits Administration (VBA), and with community partners. This comprehensive provision of care is known as the “Seamless Transition Program.”

VAAHS has provided services to over 9,600 OEF/OIF/OND Veterans since 2001.

In fiscal year 2012 alone, VA Ann Arbor Healthcare System served over 4,000 OEF/OIF/OND Veterans.

Left to right: OEF/OIF/OND Veteran, **Jared Enoch** and Seamless Transition Program Manager, **Sarah Nowitzke**.



## Justin Verlander

Detroit Tigers Ace **Justin Verlander** opens his personal luxury suite to OEF/OIF/OND Veterans at every home game when he is pitching. The program, called “Verlander’s Victory for Veterans,” is in its second year. Justin also donated more than \$150,000 to VAAHS and the VA Detroit Medical Center from the sale of his Fastball Flakes cereal.



## Brad Keselowski

Michigan native and 2012 NASCAR Sprint Cup Champion **Brad Keselowski** partnered with VAAHS for his “**Race 2 Recovery**” program (R2R). R2R provides an opportunity for OEF/OIF/OND Veterans to experience a NASCAR weekend at Michigan International Speedway (MIS) to include pit passes, luxury box seating, and 2 laps around MIS in a race car with Brad.



## Serving Returning Veterans Mental Health (SeRV MH)

Serving Returning Veterans Mental Health (SeRV MH) works towards OEF/OIF/OND Veteran engagement by providing services such as case management, post deployment screening, and attendance at outreach events which include Post Deployment Health Reassessments (PDHRA), Yellow Ribbon events, and other events organized with the DOD.

Specifically, SeRV MH case managers assist Veterans with adjustment and post

deployment concerns through coordination of their care, referral, and follow-up of mental health services. In addition, Veterans are provided resources for housing, employment, legal issues, and other financial needs.

In May 2011, SeRV MH expanded its outreach activities to include the VITAL program, which is designed to engage Veterans on college/university campuses. VITAL provides outreach directly to student Veterans on seven college/university campuses in Michigan and Northwest Ohio.

## Paul Rieckhoff

On September 30, 2012, we had the privilege of hosting **Paul Rieckhoff**, Army Veteran and CEO of the Iraq

and Afghanistan Veterans of America (IAVA), on a tour of the VA Ann Arbor Medical Center. IAVA is an online community of the next great generation of Veterans who served in Iraq and Afghanistan. Paul shared his experiences from his times on Wall Street, Iraq, and as the Chief Executive of IAVA. Paul was also able to meet with

some VAAAHS Veterans. Paul regularly testifies on Capitol Hill on Veteran issues and is a frequent contributor to media outlets such as The New York Times, CNN, and NBC.

*Left to right: Brian Stark, Jonathan Algor, Robert P. McDivitt, Amanda Mikulka, Sarah Nowitzke, Paul Rieckhoff, Ira Brownridge, Michael S. Finegan, and Phil Larson.*



## Special Guests and Visitors

There were a wide range of special guests and visitors to the VA Ann Arbor Healthcare System over the last year. Congressman Tim Walberg (MI-7) joined us for the dedication of our new Hematology-Oncology Infusion Center. Congressman John D. Dingell (MI-15) participated in our Veterans Day Cere-

mony with the University of Michigan ROTC. Congresswoman Marcy Kaptur (OH-9) held a medal presentation ceremony at our Toledo Community Based Outpatient Clinic. These three Members of Congress also visited our Veterans for the National Salute to Veterans Week which takes place every year during Valentine's Day week. We also had visits from **Michigan Governor Rick Snyder**, **Miss Michigan Elizabeth Ann Wertenberger**, Former University of Michigan (UM) and NFL Running Back Mike Hart, the **Eastern Michigan**

**University Football Team**, the UM Rowing Team, and many more....

We had the privilege of hosting naval personnel for the Navy Fleet Week-Toledo and Navy Fleet Week-Detroit celebrations, including Rear Admiral John E. Jolliffe and Assistant for Administration to the Secretary of the Navy, Carla E. Lucchino. VAAAHS is always open to community members and government leaders who wish to visit our facilities and our Veterans.



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## Voluntary Service

VA Ann Arbor Healthcare System has a robust volunteer program with more than 900 volunteers, including 214 youth volunteers! Volunteers do everything from stuffing envelopes to being active on the Executive Quality Leadership Board and planning large scale events like the Toledo CBOC Ribbon Cutting Ceremony. These volunteers contributed a total of 90,528 hours to VAAAHS, which is the equivalent of 43.5 full-time employees.

**B**

The total financial impact of the VAAAHS Voluntary Service program is nearly \$3,000,000!

VOLUNTEER HOURS  
\$ **1,972,605**

MONETARY  
\$ **169,672**

NON-MONETARY  
\$ **643,792**

TOTAL  
\$ **2,786,069**

**C**

**A** Left to right: members of the VAAAHS Voluntary Service Team, **Sandy Jacobs**, **Jayson Bower**, and **Beverly Lenieski**.

## Healthcare for Homeless Veterans (HCHV)

VA is dedicated to eliminating homelessness by 2015. VAAAHS served 1,557 homeless or precariously-housed Veterans last year. Currently 249 HUD/VASH vouchers are in use throughout the VAAAHS catchment area. These vouchers provide homeless Veterans safe, secure, and permanent

**The HCHV team performed street outreach services to 352 literally homeless Veterans**



housing while connecting them with VA services through their HCHV caseworker. The HCHV team performed street outreach services to 352 literally homeless Veterans and participated in 5 Homeless Project Connects and **Stand Downs for homeless Veterans**, including the first-ever Washtenaw County Homeless Veterans Stand Down.

**B** Local military reserve units participated in the 1st ever Washtenaw County Stand Down for homeless Veterans.



## Veteran Justice Outreach (VJO)

On August 23, 2012, VAAAHS organized a VJO Initiative Summit in partnership with the Thomas M. Cooley Law School and The Michigan Association of Drug Court Professionals (MADCP). The Summit was well received with more than 125 guests in attendance, including representation from every Veterans Treatment Court in the State of Michigan, State Legislators, VISN Leadership, VJO Coordinators from throughout the State of Michigan, and Veteran Peer Mentors involved in the legal system.

**The VJO program served more than 200 justice-involved Veterans in FY 2012.**

The Summit provided an opportunity to network, strengthen partnerships, provide education about the VJO Initiative, receive updates on legislation supporting Veterans Treatment Courts in the State of Michigan, and announce the start of a Veterans Treatment Court in Ann Arbor, MI.

**C** Left to right: VAAAHS Veteran Justice Outreach Coordinators, **Brad Watkins** and **Melody Powers**.

## Lizzie Leneski

**Elizabeth "Lizzie" Leneski** has been coming to the VA Ann Arbor Healthcare System since she was four years old with her mother, Beverly, who is Chief of Voluntary & Chaplain Services. Since that time, Lizzie has logged more than 1,200 volunteer hours.

**"I really have my mom to thank for introducing me, but I have the Veterans to thank even more for keeping me coming back."**

For her outstanding achievement—both in and out of the classroom—she was awarded the \$20,000 James H. Parke Memorial Scholarship.

When asked about volunteering at VA, Leneski said, "I really have my mom to thank for introducing me, but I have the Veterans to thank even more for keeping me coming back."



## PECASE Award

**Amy Kilbourne**, Associate Director for the Serious Mental Illness Treatment Resource and Evaluation Center (SMITREC), part of the VA Ann Arbor Healthcare System's Center for Clinical Management Research (CCMR), was named a recipient of the 2012 Presidential Early Career Award for Scientists and Engineers (PECASE).



Dr. Kilbourne was selected for her pursuit of innovative research at the frontiers of science and technology and her commitment to community service as demonstrated through scientific leadership.

Dr. Kilbourne's research focuses on improving medical and psychiatric outcomes for people with mood disorders through integrated care models.

To that end, she has proposed and implemented novel psychosocial interventions for bipolar disorder that combine best practices in care management and behavioral medicine. Her research also focuses on measuring and improving quality of care, and dissemination and implementation of behavioral health treatment models.

Kilbourne is one of 96 recipients of this year's PECASE awards. This marks the second consecutive year that a researcher from the VA Ann Arbor Healthcare System has received this prestigious award.

## Smoke Free Campus

The VA Ann Arbor Healthcare System instituted its Smoke-Free Policy on May 1, 2012. The policy was created with safety in mind while also promoting a healthy, healing environment in which to receive care, visit, and work.

**VA Ann Arbor Healthcare System instituted its new Smoke-Free Policy on May 1, 2012**

Many resources are available to assist staff & Veterans, such as smoking cessation, nicotine replacement therapy, and peer support groups. The policy has been an overwhelming success and Veterans and employees are taking advantage of the many resources available to them to overcome tobacco addiction.



## Medical Foster Home

VAAAHS **Medical Foster Home Program** is offering a new long-term care alternative for Veterans. A Medical Foster Home (MFH) is an Adult Foster Care Home combined with a VA interdisciplinary home-care team to provide a safe, home-like environment and an economical long-term care alternative for Veterans who are unable to live independently.



The MFH program will help match eligible Veterans with approved homes and experienced caregivers. VAAAHS continues to recruit experienced caregivers for the Medical Foster Home program and has five approved Medical Foster Homes located in Adrian, Brighton, Camden, and Ypsilanti, MI, and Toledo, OH.

**A** VAAAHS Medical Foster Home Program participants.

## Research

The VA Ann Arbor Healthcare System expended \$29,162,445 and conducted 403 research projects in FY 12. The range of studies conducted varied greatly from PTSD to diabetes, but all



shared the goal of improving Veterans' lives and the healthcare they receive!

**FY12 = \$29,162,445!**

VAAAHS researchers hold joint appointments with the University of Michigan Medical School.

## Director McDivitt Receives Prestigious PRA

On June 21, 2012 at a ceremony in Washington D.C., the Honorable **Eric K. Shinseki**, Secretary of the U.S. Department of Veterans Affairs, presented **Robert P. McDivitt**, Director of the VA Ann Arbor Healthcare System, with the “2011 Presidential Rank Award for Meritorious Service.” The award, presented on behalf of the President, recognizes the sustained contributions of members of the Senior Executive Service (SES) of the U.S. Government.

**B**

Left to right: VA Secretary, **Eric K. Shinseki**, presents the PRA to **Robert P. McDivitt**.



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## Real Time Locating System

VAAHS piloted the **Real Time Locating System (RTLS)** in FY 12 with outstanding results. RTLS tracks items with special radio frequency tags, which are registered in the RTLS system, then placed in “Smart” cabinets that read the special radio frequency tags. Registering each individual item with the item name, barcode, part number, lot number, and expiration date simplifies the inventory management process. If you need to know whether an item is in stock, you can search by any of the various elements, and the system will show you where it is located. If a product is recalled by the FDA, the identified product can be quickly pulled from use.

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Left to right: VAAHS employees, **Angie Hernandez** and **Tom Lewandowski**, scanning items into RTLS.



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## About VA Ann Arbor Healthcare System

Since 1953, the VA Ann Arbor Healthcare System (which includes the VA Ann Arbor Medical Center, the VA Toledo Community Based Outpatient Clinic [CBOC], the VA Flint CBOC, and the VA Jackson CBOC, as well as the VA Center of Excellence for Practice Management and Outcomes Research) has provided state-of-the-art healthcare services to the men and women who have proudly served our nation.

More than 57,000 Veterans living in a 15-county area of Michigan and Northwest Ohio utilized the VAAHS in fiscal year 2012.

The VA Ann Arbor Medical Center also serves as a referral center for specialty care.



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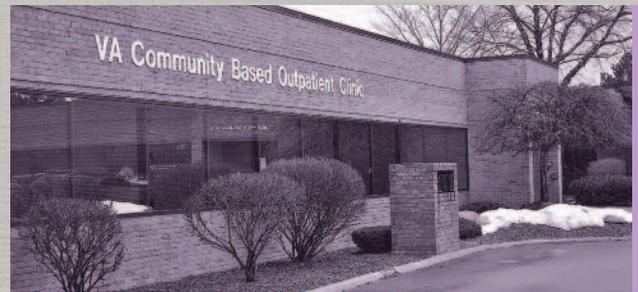
### Ann Arbor VAMC

2215 Fuller Rd.  
Ann Arbor, MI 48105  
734-769-7100



### Flint CBOC

G-2360 S. Linden Rd.  
Flint, MI 48532  
810-720-2913



### Jackson CBOC

4328 Page Avenue  
Michigan Center, MI 49254  
517-764-3609



### Toledo CBOC

1200 S. Detroit  
Toledo, OH 43614  
419-259-2000

